

## **INTRODUCTION**

This position serves as a Support Dispatcher (Logistics) located in a dispatch center. This may be a single agency dispatch office or interagency dispatch center. The area involved may encompass federal, state, tribal and private lands within the dispatch center's area of influence. The center is responsible primarily for wildland fire preparedness, suppression support activities, but may respond to all-risk incidents as needed or directed.

The primary purpose of this position is to provide a wide range of fire dispatch, logistical and administrative support functions.

This is a drug testing designated position.

## **DUTIES**

Serves as a dispatcher, receiving, filling, and tracking resource requests for fire and other emergency incidents. Initiates requests to higher organizational levels for additional resources as needed.

Organizes and reviews completed records of all orders placed and actions taken to ensure adherence to established operating procedures.

Maintains resource status and tracking systems and operates telecommunications systems.

Collects, processes, collates and submits incident information to support intelligence activities.

Consolidates and inputs fire weather data into weather application software and reviews for completeness. Transmits resultant probabilities and forecasts to field personnel and fire management staff.

Inputs data into a number of fire-related computer applications (e.g., incident qualification records, fire reporting systems, and automated dispatch systems).

Shares information with cooperators and other interested entities.

Provides critical logistical support information to supervisor and makes recommendations concerning the efficient uses of available resources.

Records and maintains communications logs involving all telephone and two-way radio transmissions.

Assists with the training and orientation of support dispatchers.

Gathers information for the development and maintenance of the dispatch mobilization guide and internal dispatch operating guides.

## **FACTORS**

### **FACTOR 1. KNOWLEDGE REQUIRED BY THE POSITION**

Knowledge of standard logistical and administrative procedures, guidelines, Incident Command System (ICS) terminology, methods and procedures, and safety requirements used in the dispatch of personnel, equipment and supplies to support the needs of requesting units.

Knowledge of wildland firefighting sufficient to provide logistical support to fire management operations.

Knowledge of expanded dispatch operations.

Knowledge of computer programs and outputs in order to apply information to dispatch procedures and functions.

Ability to operate computer programs and utilize the computer for inputting data and records creation, maintenance, and disposal.

Ability to collect, process, and submit incident information to support intelligence activities.

Ability to read maps and pinpoint locations from various sources of information.

Ability to communicate orally and in writing in a clear and concise manner.

Ability to remain calm under urgent and frequently changing conditions.

### **FACTOR 2. SUPERVISORY CONTROLS**

Works under the supervision of a higher-level employee who makes daily assignments.

Work is assigned in terms of ongoing responsibilities, priorities, and general instructions. The employee works independently in planning and carrying out assignments. Specific guidance is provided in unusual assignments. Deviations from "standing instructions" must be approved by a higher-level employee or the supervisor. Work is evaluated for thoroughness, timeliness, and overall impact.

### **FACTOR 3. GUIDELINES**

Guidelines are found within agency and interagency manuals, handbooks, directives, operating plans and policy statements of the agency(s) represented at the center. Guidelines may not cover all situations. The employee draws from experience and exercise judgment in dealing with emergency situations.

#### **FACTOR 4. COMPLEXITY**

Work is complicated by the need to perform a diversity of unrelated and related duties, each requiring many steps where organizational skills and the ability to make sound decisions quickly and calmly are essential. Communications equipment and computer data entry and retrieval require strict adherence to technical procedures. Priorities and methods change quickly.

#### **FACTOR 5. SCOPE AND EFFECT**

The work of the employee facilitates the prompt and safe execution of fire management activities in a dispatch center's area of operation.

The center's work is critical to the safety of personnel, the public, and to the protection of resources.

#### **FACTOR 6. PERSONAL CONTACTS**

Personal contacts are made with all levels of cooperating land management and emergency support agencies. Primary contacts are with fire suppression personnel, resource specialists and other unit coordinators. Other personal contacts are with national and local news media, contractors, political officials, law enforcement personnel, and the general public.

Personal contacts are maintained with all levels of staffing in cooperating agencies, professional and technical organizations, private landowners, vendors, officials and providers of various types of equipment and services.

#### **FACTOR 7. PURPOSE OF CONTACTS**

The purpose of contacts is to exchange vital information and determine the availability of equipment, supplies, and other urgently needed resources and personnel.

#### **FACTOR 8. PHYSICAL DEMANDS**

The work involves long hours of sitting, intense concentration, and working at peak proficiency/intensity levels with irregular breaks and mealtimes. The duties of this position create a highly stressful environment during peak activity, requiring the ability to keep calm in emergency situations. Must be able to cope with the pressure of meeting timeframes and changing priorities. Mental concentration and accuracy are required.

#### **FACTOR 9. WORK ENVIRONMENT**

Work is performed primarily in an office setting. During peak activity, increased radio traffic, numerous ringing phones, and conversations result in high noise levels, which require a high level of concentration to perform duties. This creates a high stress work environment.